Research Paper

Management

The Relationship Between Emotional Intelligence and Demographic Variables of Information Technology Professionals

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ABSTRACT

Emotions are the source of innate wisdom and it provides potential information to us every day. People who have the ability to sense and understand one's own emotions and of others are using emotional intelligence. Researchers suggest that emotional intelligence accounts for 90% of the success of organizational leaders. Most of the studies reveal that people with high levels of emotional intelligence experience success in their careers and are capable of building strong inter personal relationship. The purpose of the study is to examine the relationship between emotional intelligence and demographic variables of employees working in IT sector. A questionnaire developed by Cameron & Allan was circulated among 50 employees, out of which 48 were effective. Appropriate statistical tools were used to examine the relationship between emotional intelligence and demographic variables.

Keywords : Emotional Intelligence, Demographic variables, Multiple regresssion

INTRODUCTION

Intelligent quotient attempts to identify one's cognitive capacity, for many years intelligent have been measured only by IQ. People who have high intelligent quotient or superior intelligence may not succeed all the time because standard cognitive intelligence is not enough to predict performance in an individual. There is another type of intelligence which is essential for survival and success – it is emotional intelligence. Emotional intelligence involves understanding and controlling one's own emotions and recognizing emotions of others. Companies realized that IQ alone is not enough to predict employee's performance, EQ is also important for one's success. John. D. Mayor and salovey defines emotional intelligence as "ability to recognize and express emotion and the ability to understand emotion and the ability to control emotions for emotional and intellectual growth. General intelligence that includes emotional intelligence is a better predictor of important life outcomes (Mayor et al., 2000) Organizations are looking at emotional intelligence as an important competency that is required for its survival and growth (Hassan Jorfi et al., 2011). The researchers have showed that there is a direct relationship between emotional intelligence and positive organizational outcomes (Hossein Namdar et al.,2008). Emotional intelligence helps to achieve one's goals and desires and it is the most powerful way to follow and change our actions. Many organizations are keen on emotional intelligence of the employees even before recruiting them. Emotional intelligence is very much essential in occupational qualities and abilities (Zafrul Allam, 2011). As far as the relationship between emotional intelligence and socio-demographic variables, Gender is the most important variable than all other socio-demographic variables (Hyun jeong kim, 2011). Women are comparatively superior to men in perceiving emotions (Mayor& Salovey, 2000). Emotional intelligence grows from early adolescence to young adulthood (Mayor& Salovey, 2000). Certain demographic variables are important in predicting emotional intelligence which is the most beneficial factor for the development of emotional competencies (Nasir & Iqbal).

Purpose of the study

The purpose of this study was to investigate

- The level of emotional intelligence among the employees

- The extent to which demographic factors influence the emotional intelligence of employees

Data analysis

The research design for this study was a descriptive research. The population for the study was the staff of information technology industry, Chennai. The research instrument for collecting data was a questionnaire which was distributed to seventy employees, of which fifty eight was effective. The WPQei concept model of emotional intelligence at work (Cameron, Allan 2004) was used to measure emotional intelligence of employees. Multiple regression analysis was used to analyze the data. It was performed to determine the extent to which the demographic variables of age, gender, income, educational qualification, marital status and experience will influence the emotional intelligence of employees.

Table 1 : Demographic profile of the respondents

	variables	frequency	Percentage
Age	21-25	16	28
	26-30	22	38
	31-35	9	16
	36-40	9	16
	41-45	2	3
	46 & above	0	0
Educational qualification	SSLC	0	0
	HSLC	2	3
	UG	29	50
	PG	26	45
	Doctoral	1	2

Experience	0-5	22	38
	5-10	22	38
	10-15	7	12
	15-20	2	3
	20& above	5	9
Income range	20-25k	15	26
	25k-30k	22	38
	30k-35k	12	21
	35k-40k	7	12
	40k-45k	1	2
	45& above	1	2
Marital status	Single	29	50
	Married	29	50
Gender	Male	24	41
	Female	34	59

The above table shows that 28% of them are under the age group of 21-25, 38% of them are under the age group of 26-30, 16% of them comes under the age group of 31-35 , 16% of them falls under the age group of 36-40, only 3% of them falls under the age group of 41-45 and none of them are under the age group of 46& above. It can be concluded that most of the employees of IT sector falls under the age of 30. As far as the educational qualification is concerned only 3% of them are educated up to HSLC. 50% of them are graduates and 45% of them are post graduates and 2% of them possess doctoral degree. This shows that employees working in IT sector are well qualified.

Furthermore, the table shows that 76% of them hold less than 10 years of experience. 12% of them hold 10-15 years of experience. 3% of them hold 15-20 years of experience and the rest of them hold more than 20 years of experience. Thus, it can be concluded that mostly fresh and young employees' works in the IT sector. The income range shows that 38% of them earn 25k-30k , 26% of them earn 20-25k, 21% of them earn 30-35k, 2% of them earn 40-45k, and the rest of them earn more than 45000.

As far as the marital statuses of the employees are concerned 50% of them are single and the remaining 50% of them are married.

The Gender as a demographic variable shows that 41% of them are male and 59% of them are female.

General Emotional Intelligence
For general emotional intelligence, scores 56 to 110 indicates low emotional intelligence level while scores 111 to 221 indicates average emotional intelligence level and scores more than indicates high emotional intelligence level.

Table 2 Level of Emotional intelligence of employees

	f	percentage
High	10	17
Average	45	78
Low	3	5

The above table shows that 17% of them have high emotional intelligence, 78% of them have average emotional intelligence and 5% of them have low emotional intelligence.

Table 3
Multiple regression analysis of emotional intelligence and Demographic variables

- Variables
- Age
- Educational qualification
- Experience
- Income
- Marital status
- Gender

Multiple R = 0.475, R square=0.226, Adjusted R square=0.135, Std. error = 26.110 , F =2.477

Signif F=.035 **

*$p < 0.05$

Hypothesis:
Ho: The demographic variables will not significantly influence the emotional intelligence of employees.

H1: The demographic variables will significantly influence the emotional intelligence of employees.

TABLE 3

Model	B	Std. Error	Beta	t	Sig.
Constant	161.18	26.782		5.495	.000
Age	-2.286	4.842	-.093	-.472	.639
Educational Qualification	4.962	6.855	.106	.724	.472
Experience	-6.972	4.047	-.297	-1.723	.091
Income	3.764	4.377	.153	.860	.394
Marital status	21.374	8.189	.384	2.610	.012
Gender	-5.709	7.120	-.101	-.802	.426

The above table shows that the F statistic of 2.477 is statistically significant at the 95% level,($p < 0.05$). The coefficient of multiple correlation between the demographic variables and emotional intelligence, as indicated by multiple R in table 2, is 0.475, while R square is adjusted to 0.135. Therefore, 13.5% of variance in emotional intelligence can be influenced by the demographic variables. It can be concluded that demographic variables explain 13.5% of variance in emotional intelligence and the remaining percentage of the variance in emotional intelligence may be explained by other factors that are not considered in this research study.

The table 3 shows that marital status reaches statistical significant at the 0.05 level, and is the best predictor of emotional intelligence. Table 3 further shows that marital status plays an important role in predicting emotional intelligence of an employee in IT sector with 0.384 (38%). Next to this are income and educational qualification with a beta weight of 0.153(15.3%) and 0.106(10.6). Gender, Age and Experience are the poorest predictors of emotional intelligence with negative beta values of -1.01,-0.93 and -2.97 respectively.

Conclusion and suggestions
The results of the study portraits that marital status is the best predictor of emotional intelligence for the employees working in IT sector. Most of the employees working in this sector possess average emotional intelligence. It can be suggested that enhancement of emotional intelligence is essential to take the organization to greater heights.

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